

# CIGNA's calling

Pick up the phone and take charge of your wellness

## Your next step to better health

You've taken the health assessment, now it's time to take part in wellness coaching by CIGNA. Over the next six months, CIGNA will be reaching out to employees in city CIGNA plans.

They will be calling you to schedule a coaching call. It's important for you to answer the call and follow through on your coaching engagement by March 31, 2012, or else you will be assessed \$25 per-month employee-engagement surcharge beginning May 1, 2012.

## Employees have two options to avoid the wellness coaching surcharge next year:



**1 Participate in a CIGNA coaching call, or**



**2 Sign up for one of four online coaching programs and read three articles**



Call  
**800-997-1406**

**Press 2 for Health and Wellness, then 1 for a Health Advocate**

Or visit  
**mycigna.com**

- Click on "Manage My Health"
- Choose "My Health Assessment"
- Click the small blue link at the bottom to sign in to the Health and Wellness Center
- Coaching programs are on the bottom right of the screen

## Wellness Coaching FAQs

### What if I don't want to wait?

The coaching call will take up to an hour depending on your personal health conditions. You don't need to wait for CIGNA to call. If you are ready for your coaching call, then call 800-997-1406 to schedule a time that is convenient for you. After you complete your first full coaching call, the option to continue with your health coach is completely up to you. If you like, your wellness coach will make regular calls to you to help you on the path to better health.

### What will be discussed?

You will direct the topic of the coaching call. If you participated in the health assessment, you can use the results to help guide your health concern questions. Some examples of what you can discuss with the Your Health First advocate are: needing to eat a more balanced diet, ways to get more exercise, or how to manage a chronic condition. To hear a sample coaching call, go online to [www.houston.tx.gov/hr/wellness.html](http://www.houston.tx.gov/hr/wellness.html).

### How do I know if it is CIGNA calling?

Your caller ID will show CIGNA PHT if it is the initial call to set up a coaching call. If it is a live coach, the caller ID will show CIGNA CORP. Either way, if it's CIGNA calling, you should pick up the phone.

### *I'm a private person and this seems invasive. What if I don't want to talk to a stranger about my health concerns?*

You have the option to complete your coaching engagement by going online to [mycigna.com](http://mycigna.com) and reading just three articles. See the question about the online coaching programs for directions.

### *How do I get to the online programs?*

If you don't want to talk to anyone on the phone, log on to [mycigna.com](http://mycigna.com) and sign up for one of four coaching programs. To get to the coaching programs, click on the "Manage My Health" menu and choose "My Health Assessment" and click the small blue link at the bottom to sign in to the Health and Wellness Center. From there you can choose to join Strength and Resilience; Energy and Performance; Feel Better, Look Better; or Sleep Better, Feel Better, Live Better. Once you join a coaching program, you will receive weekly email reminders to log on and read useful online articles. Once you have read just three articles, your coaching engagement requirement will be met.

### *What happens if I don't participate in a coaching engagement?*

You will be assessed a monthly \$25 surcharge for the next plan year from May 1, 2012 - April 30, 2013.

### *I did an hour long-coaching call and my coach wants to schedule more. Do I have to?*

You have met the requirement to avoid the surcharge, but you can continue this benefit if you want.

### *How do I know I've met the requirement?*

At the end of your coaching call, ask the CIGNA Your Health First advocate if you've met the requirement. Otherwise you can call CIGNA at 713-837-9377, 713-837-9375, 713-837-9376 or 713-837-9448 on the Wednesday after you complete your online requirement. You will also receive a confirmation letter mailed to the home address you have on file. Letters are scheduled to be mailed at the end of December, January and February.

### *I've already met the requirement avoiding the \$25 health-assessment surcharge. Do I have to do this too?*

Yes. Every employee with a city CIGNA plan must participate in a coaching engagement to avoid the surcharge.

### *I'm a retiree, do I have to participate to avoid the surcharge?*

No. Retirees, dependents and those on phase-down will not be assessed a surcharge. Only active employees must meet the coaching requirement.



DiscoverHealth

[mycigna.com](http://mycigna.com) | 800-997-1406  
[www.houstonhumanresources.org](http://www.houstonhumanresources.org)